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February 7, 2000

Dale N. Hatfield Chief,
Office of Engineering and Technology
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: Final Service Disruption Report

Dear Mr. Hatfield:

Enclosed is a Final Service Disruption Report for a service outage on January 10, 2000. This disruption impaired Switched Service traffic to Atlanta, Georgia, NPA 404. The impairment was caused by an automated provisioning program that removed 1,411 access circuits in error between Bell South and Sprint's Nashville, TN DMS-250 switch.

If you have any questions or wish to discuss this matter further, please contact Ronald Shuster, Director Network Management and Control at 913-534-3853 or by FAX 913-534-3511.

Respectfully submitted,

A handwritten signature in dark ink, appearing to read "Michael B. Fingerhut", written over a circular stamp.

Michael B. Fingerhut
General Attorney

Enclosure

cc: Robert Kimball
Kent Nilsson

Sprint Corporation Final Service Disruption Report

This Final Service Disruption Report is filed by Sprint, in accordance with Section 63.100 of the Commission's Rules as released under Docket No. 91-273.

It describes a service disruption on January 10, 2000, which impaired Switched Service traffic to Atlanta, Georgia, NPA 404. The impairment was caused by an automated provisioning program that removed 1,411 access circuits in error between Bell South and Sprint's Nashville, TN DMS-250 switch. The change was made during the early morning hours of January 10, 2000, but did not adversely impact service until traffic levels increased. The first indication of a problem was detected at 8:00 A.M. CST on January 10 by Sprint's Network Management Center. Throughout the business day, the impairment worsened and at 1:00 P.M. CST, the Network Management Center, working with the Nashville, TN switch site, determined that a large number of access circuits to Bell South had been removed in error. At 6:30 P.M. CST, the switch site had restored service to all access circuits, that had been found, that had been taken out in error. On January 11, 2000 at 8:00 A.M. CST, the Network Management Center found an additional 336 access circuits that had been previously removed but not detected. The Nashville switch site completed restoring the additional access circuits at 11:45 A.M. CST on January 11, 2000.

EVENT DATE/TIME:

January 10, 2000 at 8:00 A.M. CST to January 11, 2000 at 11:45 A.M. CST

GEOGRAPHIC AREA AFFECTED:

This event affected Sprint's Switched Services in the Atlanta, Georgia area, NPA 404.

TYPE(S) OF SERVICE AFFECTED:

Switched Service was impaired during the duration of this event.

DURATION OF THE OUTAGE:

The duration was 27 hours and 45 minutes.

ESTIMATED BLOCKED CALLS:

367,102 calls were blocked as a result of this event.

ROOT CAUSE:

This impairment was caused by a programming error in an automated provisioning program.

METHOD(S) USED TO RESTORE SERVICE:

Call processing was restored when the Nashville switch site manually reinstalled the affected switch access circuits.

BEST PRACTICE:

Sprint has reviewed **Network Reliability: A Report to the Nation, June 1993**, and has evaluated all recommendations and best practices by focus area. Based on the root cause analysis of this incident, the most appropriate focus areas are covered in Section 5.4.3, of Section 3 where the Network Reliability Compendium addresses the need for the assessment of software development activities. Sprint will ensure that the outage is investigated to the point of providing software enhancements designed to correct and uncover program deficiencies. This is standard practice within Sprint.

STEPS TAKEN TO PREVENT RECURRENCE:

The automated provisioning program has been rewritten and a safeguard has been added that requires manual intervention any time more than 5 access circuit trunk groups are affected by the program.

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SPRINT CORPORATION SERVICE DISRUPTION REPORT

☒ INITIAL REPORT☐ FINAL REPORT☒ (1) 50,000 and Over Customers Affected☐ (2) 30,000 - 50,000 Customers Affected☐ (3) "Special" Offices/Facilities

DATE: January 10, 2000

TIME: 8:00 AM (CST)

FINAL: Ongoing

GEOGRAPHIC AREA AFFECTED: Georgia and Tennessee

ESTIMATED CUSTOMERS AFFECTED: Unknown

TYPE(S) OF SERVICE AFFECTED: Switched Access Circuits

DURATION OF THE INCIDENT: Ongoing

ESTIMATED NUMBER OF BLOCKED CALLS: 320,961 as of 4:45 PM (CST)

CAUSE OF THE INCIDENT: Access circuits removed in error

NAME/TYPE OF EQUIPMENT AFFECTED: DMS 250 Switch

METHOD(S) USED TO RESTORE: Access circuits reinstalled

STEPS TAKEN TO PREVENT RECURRENCE: To Be Determined

CONTACT NAME: Herb Erck

TELEPHONE: (913) 534-2589

SUBMITTED DATE: January 1, 2000

TIME: 5:00 PM (CST)